

Hitschfel Instruments, Inc.
2333 S. Hanley Rd.
St. Louis, MO 63144
314/644-6660
Fax 314/644-5877

The purpose of this section is to formally clarify our commitments and charges with regard to activities during and after the delivery of a purchased microscope system or major accessory.

Other:

Service/Repair (after Warranty):

Our hourly charge for service is \$120.00/hour (Part # MAINT-060). This charge will be applied to repairs, cleaning and alignments which are done outside of the Warranty. Additionally, we have a flat rate for travel charges to Kansas City (Part # METRO-KC), and mileage charges for travel beyond Kansas City (Parts # TRAV-030 AND TRAV-060). We will also apply charges for overnight travel as needed (Part # OVNGT-TRAV).

Hitschfel Instruments is the first contact to be made in order to obtain Warranty support. We will work with our customer to identify the most effective approach toward resolving the problem. All determinations with regard to the application of Warranty service to a given situation are made by Olympus America. Shipping and handling charges from the customer's site to Olympus America (Center Valley, PA) and back to the customer will be billed as applicable. If travel to the customer's location is required in order to resolve the Warranty problem, travel charges would also apply as described above.

We provide assembly, alignments and in-service training on the basic microscope components (optics and mechanics) during the initial delivery visit at no charge. Additional in-service training is available as necessary on subsequent trips at a charge of \$120.00 per hour (Parts # INSERV-30 and INSERV-60). Travel charges as outlined above would also apply.

We offer a 5% discount on all service related items in the attached Price List for contract customers. Repair parts are not included, and are offered with no discount.

We have an hourly charge for integration into a computer of software and hardware for digital cameras and microscope automation equipment of \$225.00/hour (Part # COMP-INT). This work will typically take place either in advance of the delivery to our customer, or during the initial delivery visit. Software training and support, camera and microscope automation support and macro programming is also made available at \$225.00/hour (Part # TRAIN-SUP) during the initial installation visit. If subsequent trips are necessary to provide additional training or other support under either of these part numbers, these charge will be applied, plus the necessary travel charges as outlined above.

We offer a 4% discount on these two items in the attached Price List for contract customers as part of Category 2 "Imaging Devices/Software".

We will occasionally offer training, support and other services which will be performed by one of the manufacturers which we represent, and would take place either at the customer's location or at the supplier's location. These unique situations will be discussed with the end user and priced according to the customer's needs and the supplier's conditions.

HITSCHFEL INSTRUMENTS, INC,

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'|' PRICE LIST by ProductCatgy

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CATLG-NUMBER	DESCRIPTION		PRICE
INSERV-30	EQUIPMENT INSERVICE		
	30 MINUTES	3033	60.00
INSERV-60	EQUIPMENT INSERVICE/TRAINING		
	60 MINUTES	3033	120.00
LOANER	LOANER EQUIPMENT AS DESCRIBED		
	BELOW:	1033	85.00
MAINT-030	REPAIR/SERVICE/MAINTENANCE		
	ONE/HALF (1/2) HOUR	3033	60.00
MAINT-060	SERVICE/REPAIR/MAINTENANCE		
	INSTALLATION ONE (1) HOUR	3033	120.00
MAINT-090	MICROSCOPE SERVICE/REPAIR		
	CLEAN/ADJUST	3033	180.00
MAINT-120	MICROSCOPE IN-HOUSE SERVICE		
	REPAIR/CLEAN/ADJUST	3033	240.00
METRO	SERVICE DESTINATION CHARGE FOR		
	ST. LOUIS METRO AREA	4033	90.00
METRO-KC	SERVICE DESTINATION CHARGE		
	FROM ST. LOUIS TO KANSAS CITY	4033	150.00
METRO-MEM	SERVICE DESTINATION CHARGE		
	FROM ST. LOUIS TO MEMPHIS	4033	150.00
METRO-NE	SERVICE DESTINATION CHARGE		
	FROM ST. LOUIS TO OMAHA/LINCOLN	4033	150.00
METRO-TUL	SERVICE DESTINATION CHARGE		
	FROM ST. LOUIS TO TULSA	4033	150.00
MIN-FSR	MINIMUM FLAT-RATE		
	FIELD SERVICE (NO PARTS)	3033	125.00
MISC-PARTS	LUBRICANTS, CLEANING SUPPLIES,		
	SML PRTS, FUSES, SHIMS, ETC...	1033	25.00
OVNGT-TRAV	OVERNIGHT FLAT-RATE CHARGES		
	FOR ONE (1) NIGHT	2033	120.00
PAT-4500	RETICLE INSTALLATION AND		
	POSITIONING ON EYEPIECE SHELF	5033	120.00
SLS-SUPT	SALES SUPPORT & TRAINING (1HR)	3033	120.00
SR-CLM030	PREV. MAINTENANCE F/CLINICAL		
	STEREO/STUDENT/MICROSCOPE	1033	60.00
SR-CLM060	PREVENTIVE MAINTENANCE FOR		
	BASIC CLINICAL MICROSCOPE	3033	90.00
SR-CLM090	PREVENTIVE MAINTENANCE FOR		
	CLINICAL/RESEARCH MICROSCOPE	3033	135.00
SR-CLM110	PREVENTIVE MAINTENANCE FOR		
	PATH/DUALVW/FLUOR/SYSTEM	3033	150.00

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CATLG-NUMBER	DESCRIPTION	PRICE
SR-CLM120	PREVENTIVE MAINTENANCE FOR PATHOLOGY/RESEARCH MICROSCOPE 3033	180.00
SR-CLM150	PREVENTIVE MAINTENANCE FOR "SYSTEM" MICROSCOPE 3033	225.00
SR-CLM180	PREVENTIVE MAINTENANCE FOR PHOTO/VIDEO/SYSTEM MICROSCOPE 3033	270.00
SR-CLM240	PREVENTIVE MAINTENANCE FOR PHOTO/VIDEO/SYSTEM MICROSCOPE 3033	360.00
SR-EVAL	SERVICE EVAL CHARGE, DISMISSED UPON REPLACEMENT OR REPAIR 3033	110.00
SR-MLH120	PREVENTIVE MAINT. F/ONE DUAL- VIEW/CAMERA/FLUOR. MICROSCOPE 3033	180.00
SR-REC060	PREVENTIVE MAINTENANCE FOR (1) BASIC RESEARCH MICROSCOPE 3033	90.00
SR-REC090	PREVENTIVE MAINT.RATE F/ONE(1) RESEARCH/CAMERA MICROSCOPE 3033	135.00
SR-REC110	PREVENTIVE MAINTENANCE FOR RESEARCH/FLUOR/INVERTED SCOPE 3033	150.00
SR-REC180	PREVENTIVE MAINT.RATE F/ONE(1) RESEARCH/PHOTO/INVERTED UNIT 3033	270.00
SR-STM045	PREVENTIVE MAINTENANCE RATE FOR ONE (1) STUDENT MICROSCOPE 3033	50.00
SR-STZ050	PREVENTIVE MAINTENANCE CHARGE PER STUDENT STEREO MICROSCOPE 3033	50.00
SR-SZM060	PREVENTIVE MAINTENANCE FOR ROUTINE STEREO MICROSCOPE 3033	90.00
SR-SZM090	PREVENTIVE MAINTENANCE FOR RESEARCH STEREO MICROSCOPE 3033	135.00
SR-SZM110	PREVENTIVE MAINT. FOR STEREO MICROSCOPE W/ ATTACHMENTS 3033	150.00
TRAV-030	CHARGE PER 30 MILE DISTANCE FROM REGIONAL METRO AREA 4033	60.00
TRAV-060	CHARGE PER 60 MILE DISTANCE FROM REGIONAL METRO AREA 4033	120.00

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CATLG-NUMBER	DESCRIPTION	PRICE
COMP-INT	SYSTEM HARDWARE/SOFTWARE INTEGRATION (1 HOUR-RATE)	5011 225.00
TRAIN-SUP	SOFTWARE TRAINING, MACROS, CAMERA-AUTOMATION SUPPORT/HR	4011 225.00